



澳門大學

UNIVERSIDADE DE MACAU

Message from the Student Resources and Services Section (SRS) – Student Housing

Dear Guests,

Greetings from the University of Macau! When you are staying in the Postgraduate House (PGH), some points we need to draw your attention:

A. Things to be prepared before check-in:

1. Rooms in PGH are fully furnished, internet-connected, air-conditioned and with bathrooms. Please bring along your personal necessities such as soap, shampoo, towels, tooth brush and medicines.
2. The voltage in Macau is 220 volts and the type of socket in PGH contains three holes in rectangular shape, forming an isosceles triangle. Therefore it is suggested to bring your own electrical adapters.
3. If you would like to access internet or get WI-FI access in your residential floor, please approach to the Reception at PGH – S1, G/F, Room G005 for borrowing the internet cable and the user manual or getting the WI-FI password.
4. There is no telephone provided in the room. Please prepare your mobile phone for contact, if necessary. Major Macau mobile networks are installed in the new campus. If you are using a SIM card which is from a local mobile service provider, please be reminded to choose "manual" when selecting the mobile network mode so as to avoid roaming.

B. Upon arrival:

1. Present your UM student ID / identity card / passport and accommodation confirmation email sent by SRS Student Housing to the Reception at PGH – S1, G/F, Room G005.
2. Complete the "Check-in Form".
3. Payment should be settled in MOP by:
 - a) Cash payment (only accept a maximum of MOP5,000 in cash per reservation/group reservation);
 - b) Cheque or cashier's order/bank draft
 - c) Internal transfer
 - d) Monthly Payment (only applicable to our guests who stay 60 nights or above)Please note that the payment is non-refundable.
4. The receptionist accompanies you to the assigned room and provides the Room Key Card and Facility Access Card to you.
5. For the guests whose stay period is 14 days or beyond, please complete the "Equipment Checklist".**

Please return the "Equipment Checklist" to the Reception at **PGH – S1, G/F, Room G005 within 3 days of your check-in day. If there is no receipt, it is considered that your room equipment is in good condition and you should bear the responsibility of any damage to the equipment.

C. During your stay in PGH:

1. PGH offers facilities and services such as laundry, study rooms, television rooms, computer room, badminton court, table tennis court, first aid and nursing room, etc.
2. For the sake of security, please present your Room Key Card and Facility Access Card when entering PGH. Moreover, please close the door and windows when leaving your room.
3. Residents make requests to the Reception for opening the door due to personal reasons, handling fee of MOP10 will be charged
4. Contact no. of the Reception is 8822 2531.

D. Before departure:

1. Make an appointment with the Reception for proceeding the check-out procedure (at least 1 day in advance).
2. Place the bedding and remote control of air-conditioner which are provided by the University in the proper position. Move out all your belongings or they will be disposed by the University. If the room is messy, charges will be levied as stated in the below table:



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Garbage Removal Fee	MOP370 per pax
Cleaning Fee	MOP420 per room

Remarks: The above fees are non-refundable.

3. Remember to return the Room Key Card and Facility Access Card to the Reception before departure. Otherwise, charges will be levied as stated in the below table:

Room Key Card	MOP20
Facility Access Card	MOP50

Remarks: The above charges are non-refundable.

4. The latest check out time is 12:00p.m. Any check out after 12:00p.m. will be considered as 1 night.

Thank you for your attention and your co-operation is highly appreciated.

Student Housing

Student Resources and Services Section